

**Customer Service Experience Project
Summary of Customer Service Initiatives
(Implementation Phase I)**

Infrastructure Related

Initiatives in this section would provide beneficial improvements and/or services across a multitude of areas and lay the groundwork for future initiatives. Priority should be given to completing existing and infrastructure related initiatives before adding other types of initiatives. All future applications should be designed to fit within the My CalPERS/Member Account Profile Portal model.

Title/Description	Business Owner	Primary Stakeholders	Status
Online Services Integration. This initiative involves a strategic approach to provide a unified look and feel between the different applications on CalPERS' website to reduce confusion and improve customer adoption rates.	PAOF	PAOF, ITSB, MBSD, BNSD, ERSD, HRSD, CSED.	Application integration has been re-proposed as part of the Web Strategy Initiative for Content Streamlining
My CalPERS/Member Account Profile Portal. This initiative would provide members with personalized content and online access to their account profile. The MyCalPERS Member Portal could include such features as: current service credit and contributions, designated beneficiaries, annual member statements, status on service credit and retirement estimates, service credit purchases, health statements and eligible health plans, updating personal contact information, and send/receive secure emails regarding individual questions.	MBSD	MBSD, ITSB, PAOF, BNSD, CSED, ERSD, HBSB, SSP.	This is a new initiative. Phase I of the project has been approved for development and implementation in FY '06-07. Phases II and III will be implemented in FY '07-08.
Web Content Streamlining. The content streamlining strategy looks at ways to improve the value of the content on CalPERS' website through reduction, redesign and restructuring to improve the overall look and feel of online material.	PAOF	PAOF, ITSB.	This is a new initiative that is currently under discussion with ITSB.

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<p>Single Sign On Enhancement. Single sign on (SSO) is the registration and login component of CalPERS On-Line which enables site visitors to access secured services and to register for a User ID and Password. Enhancements to SSO are required to strengthen security as required by recent legislation changes. This initiative would also enhance SSO to allow website users to create a single user name and password regardless of their category (employer, member, etc.). In the current environment, a CalPERS customer may have several user names and passwords if they are both an employer and a member.</p>	PAOF	PAOF, ITSB, MBSD, BNSD, AESB, HRSD, and CSED.	This is a new initiative.